

ATTACHMENT 4.11

Statewide Assessment; Annual Estimates; Annual State Goals and Priorities; Strategies; and Progress Reports

Attachment 4.11 (a) Comprehensive Statewide Assessment

The Utah State Office of Rehabilitation (USOR), in cooperation with the State Rehabilitation Council (SRC), contracted with the Utah State University Center for Persons with Disabilities to conduct the 2007 Comprehensive Statewide Assessment of Rehabilitation Needs. This evaluation included conducting six (6) open town hall style meetings, an internet based survey of all caseload carrying Vocational Rehabilitation Counselors within USOR, a Consumer Satisfaction Survey of consumers who are currently being served under an Individualized Plan for Employment, and a Consumer Satisfaction Survey of consumers who had been closed successfully (26) or unsuccessfully (28) over the course of fiscal year 2006.

A. Vocational Rehabilitation Service Needs

The 2007 Comprehensive Statewide Assessment of Rehabilitation Needs resulted in the identification of five (5) specific areas where program improvement efforts should be targeted. The assessment found that the most important need for consumers of the VR program was a qualified, experienced, and fully engaged Vocational Rehabilitation Counselor who has the time and resources to respond to consumer needs, provide consumers with accurate information regarding the VR program, and provide consumers with informed choice in identifying their primary employment factors, selecting services and service providers, and vocational goal.

Turnover and Staff Training: The Utah State Office of Rehabilitation, Division of Rehabilitation Services has one hundred and sixteen (116) caseloads providing services throughout the state. From October 1, 2001 to May 31, 2007 there have been a total of one hundred and fifty three (153) caseload turnovers due to terminations, retirements, and/or promotions to non-caseload carrying positions. Just twenty five (25) caseloads throughout the state have remained stable during this five (5) year period in terms of having the same Vocational Rehabilitation Counselor. Of the seventy eight (78%) percent of caseloads that have experienced a new counselor during this period, many caseloads have experienced multiple and frequent changes of Vocational Rehabilitation Counselor. On average, during this period, USOR has hired thirty (30) new counselors per year. Additionally, the Vocational Rehabilitation Counselor Survey conducted as part of the 2007 assessment indicates that only fifty eight percent (58%) of current USOR VR Counseling staff intend to stay in the field as a career. The large number of counseling staff who are not experienced or fully trained strains service delivery. The assessment clearly demonstrates the need for USOR to focus efforts on attracting, training, and retaining VR Counselors.

Caseload Size: During Federal Fiscal Year 2006 the average VR Counselor managed a caseload consisting of one hundred and eighty four (184) eligible individuals. The VR Counselor Survey indicates that the average caseload size currently is one hundred and forty four (144) by Counselor report. VR Counselors reported that they spent the majority of their time dealing with paperwork and documentation, and VR consumers voiced a concern that their VR Counselors did not have the time to provide meaningful counseling and guidance. Specifically some consumers felt that they were rushed through the VR process. Some felt that they were not provided enough information during the orientation process, that the comprehensive assessment process did not provide them enough information about their abilities and interests, and that their vocational goal was not provided through informed choice. The assessment indicates the need for USOR to continue the focus on efforts to decrease caseload size throughout the state.

General Awareness of VR: The assessment also found a general lack of awareness throughout the state, regarding the existence and availability of VR services. Many consumers stated that they had first learned of VR through word of mouth reports from friends, family, or other acquaintances. Some indicated that many people who could benefit from VR services do not know about the existence of the service. The need to better inform the public of VR services was mentioned in several Town Hall Meetings as well. As a result of these findings, USOR will work on a promotional campaign that will include public service announcements, advertising, and improving the agency web site for informational purposes and as a tool for outreach.

Transition Services: The transition of students with disabilities exiting the public education system continues to be an area of need in Utah. The Utah State Office of Education estimates that four thousand (4,000) students exit the special education program statewide. This figure does not include Section 504 students. USOR added two (2) specialized transition caseloads in FY 2005, and will add an additional three (3) specialized transition caseloads in FY 2008. Additionally, the assessment indicates that parents and transition aged youth are unaware of the existence and availability of VR services. Outreach, advertising, and additional staff time in the schools will be a USOR focus during FY 2008.

Additionally, the Comprehensive Statewide Assessment of Rehabilitation Needs found:

- i. **Individuals with the most significant disabilities, including their need for supported employment services:** As indicated above, the 2007 Comprehensive Statewide Assessment of Rehabilitation Needs demonstrates that the number one need of this population is a qualified, experienced, and fully engaged Vocational Rehabilitation Counselor who has the time and resources to respond to consumer needs, provide the consumer with information about the VR process, and provide the consumer informed choice in identifying their primary employment factors when

selecting services and a vocational goal. While the majority of consumers in this population indicated that their vocational rehabilitation needs were being satisfactorily met by USOR, the assessment clearly demonstrates the need to attract, train, and retain quality Vocational Rehabilitation Counselors, and continue to reduce caseload sizes. Additionally, Supported Employment continues to be an area of concern for this population. USOR was able to gain passage of House Bill 31 in FY 2006 that funded supported employment services for fifty (50) persons on a Division of Services for People with Disabilities waiting list, enabling VR to provide services with a guarantee of long term funding. USOR was able to secure funding for an additional fifty (50) consumers during the FY 2007 legislative session as well.

- ii. Individuals with disabilities who are minorities and traditionally unserved or underserved populations:** Statistical data demonstrates that USOR is providing services at or above the rate of population instances of ethnic and disability types within the state of Utah. The 2007 Comprehensive Statewide Assessment of Rehabilitation Needs indicates that the number one need of this population was a qualified Vocational Rehabilitation Counselor who has the time and resources to respond to consumer needs, provide information and informed choice, and who is culturally sensitive. USOR is a recipient of an RSA Migrant Grant that funds services and outreach to migrant and seasonal workers. This grant funds staff who provide services, conduct outreach, provide services, and conduct training for other USOR staff on cultural issues with VR. The majority of individuals in this population reported that USOR is satisfactorily meeting their rehabilitation needs.
- iii. Individuals with disabilities served through other components of the statewide workforce investment system:** The 2007 Comprehensive Statewide Assessment of Rehabilitation Needs demonstrates that USOR is highly effective in coordinating services with consumers who are also being served by other components of the statewide workforce investment system. Additionally, joint programs such as the Choose to Work (CTW) program provide coordinated job placement services to clients of both agencies. USOR and DWS participate in the MOUSE Committee described on page 2 of attachment 4.12. USOR and DWS maintains a data share agreement that enhances interagency collaboration with shared clients. USOR sits on DWS Regional Councils that include employers, state agencies, and community partners. Additionally USOR participates in Regional Roundtables which include Adult Education, VR, and DWS. USOR administrators sit on the Adult Education Advisory Board, and on WIA Boards. VR coordinates with state and local public education officials on regional transition roundtables that enhance coordination, cooperation, and establish best practices. A statewide transition training conference is sponsored every other year, and USOR has a VR Counselor assigned to each Utah high school.

B. Need to Establish, Develop, or Improve Community Rehabilitation Programs (CRPs)

USOR has established a process of assessing the effectiveness of community rehabilitation programs (CRPs) that provide services to people with disabilities in Utah. The following factors are used to determine the effectiveness, and need for improvement of existing CRPs.

- i. USOR ensures the appropriate use of CRPs through a facilities review process which evaluates the facilities effectiveness, compliance to the ADA and Rehabilitation Act, and other relevant criteria.
- ii. Prior to a CRP being used by a consumer, USOR establishes a written agreement with the facility and approves the facility for use.
- iii. The manner in which agreements are established is through the USOR standardized facilities approval process. CRP's interested in serving vocational rehabilitation consumers must apply for USOR approval. Outreach to CRP's is also conducted through the USOR Facilities Specialist and Supported Employment Specialist.
- iv. USOR keeps an ongoing record of assessments of CRP's that provide services to consumers. The USOR Facilities Specialist annually evaluates CRP's effectiveness utilizing the following criteria:
 - a. Consumer Satisfaction
 - b. Outcome and Placement Measures
 - c. Number Served
 - d. Number Completing Program

In addition, USOR coordinates the training and certification of CRP job coaches and job placement specialist in cooperation with Salt Lake Community College. The current comprehensive assessment did not identify any specific needs in regards to existing CRP's or the need to establish new CRP's.

Attachment 4.11 (b) Annual Estimates

1. According to Utah disability statistics there are approximately 70,000 working age Utahans with disabilities who are not engaged in the workforce. It is estimated that 22,400 eligible individuals will be served by USOR during FY 2008.
2. Of the 22,400 eligible individuals served 21,750 will be served under Part B of Title I of the Act and 250 under Part B of Title VI of the Act (Supported Employment Program). As USOR is not on an order of selection (OOS), there is no identification of eligible individuals receiving services under any such OOS priority category.

3. It is estimated that \$19,000,000 in service costs will be spent during FY 2008 in providing vocational rehabilitation services to the number estimated in (A) above.

Attachment 4.11 (c)(1) Goals and Priorities

Based on the results of the 2007 Comprehensive Statewide Assessment of Rehabilitation Needs, and in collaboration with the State Rehabilitation Council, the following goals and priorities have been established:

RSA PERFORMANCE INDICATOR	USOR PERFORMANCE Goals FY 2008	RSA STANDARDS
1.1 Change in Employment Outcomes	3187	Equal or exceed previous performance
1.2 Percent of Employment Outcomes	58%	55.8%
1.3 Competitive Employment Outcomes	95%	72.6%
1.4 Significance of Disability	82%	65%
1.5 Earnings Ratio	.65	.52
1.6 Self Support	65%	53%

In addition, the following goals are also identified by USOR:

- A. Maintain or exceed a seventy percent rate of overall satisfied or very satisfied individuals completing and returning consumer satisfaction surveys.
- B. Provide services to those with minority backgrounds at a rate equal to that in which they are represented in Utah's general population.
- C. Continue to provide a broad range of assistive technology services and assistive technology devices statewide to eligible individuals at each stage of the rehabilitation process.
- D. Enhancement of agency overall performance, and outcomes measured through focused efforts to implement the strategies developed from the Statewide Comprehensive Needs Assessment as follows:
 - 1. **Assure that caseloads are manageable in order to increase and improve counselor-client interactions.**
 - 2. **Attract, value, and retain quality staff.**

- 3. Improve the general awareness of the availability of Vocational Rehabilitation Services.**
- 4. Increase and improve the level of service provided to students with disabilities transitioning from public education to employment.**
- 5. Assure that all staff has adequate professional development, training, and supervision to successfully perform their jobs.**

Attachment 4.11 (c)(4) Goals and Plans for Distribution of Title VI, Part B Funds

The goals and plans for distribution of Title VI, Part B funds are based on the Utah State Office of Rehabilitation (USOR) comprehensive assessment which includes analysis of supported employment, providers, consumers and VR counselors who use supported employment. Addressing a trend over recent years of decreasing clients in supported employment, USOR, in conjunction with the Utah Division of Services for People with Disabilities and the Utah State Legislature has successfully passed House Bill 31, the Supported Employment Pilot Program for the Provision of Services for People with Disabilities. This project went into effect July 1, 2006, the funding provided through this legislation was to provide long term Supported Employment services to fifty (50) qualified individuals in FY 2007 for whom long term services have not been here-to-for available once initial vocational rehabilitation supported employment services is completed. The Utah State Legislature again funded House Bill 31 for an additional fifty (50) consumers during the 2007 legislative session. The USOR will distribute FY 2008 funding received under section 622 of the Act for supported employment services for services identified in the IPE's of individuals who have been determined eligible for services under the policies of Title VI, Part B.

Attachment 4.11 (d) Strategies

USOR has implemented the following strategies to accomplish the goals identified in coordination with the State Rehabilitation Council and based on the 2007 Comprehensive Statewide Assessment of Rehabilitation Needs.

Goal D (1). Assure that caseloads are manageable in order to increase and improve counselor-client interactions.

Strategy A. Within the next three years reduce the number of consumers served per caseload per year.

A number of activities have been undertaken to assist counselors in maintaining manageable caseloads. These activities include (1) establishing guidelines for processing inactive cases so they can be closed and not consume counselor time unproductively;(2) development and implementation of eligibility training to assist counselors in making appropriate eligibility decisions; (3) hiring,

when possible, additional counselors and place them in new caseloads made up of clients drawn from larger existing caseloads; and (4) maintain an order of selection procedure that can be quickly implemented if determined necessary. Various combinations of these strategies have been employed in the past two years to the degree of realizing a reduction in caseload sizes per counselor that has resulted in capacities of those counselors to provide more counseling time to their clients, provision of more comprehensive services and, subsequently, an increase in meaningful employment outcomes for those receiving services from the agency. Given the success of this effort to date, the intention of the agency is to continue its efforts in regards to this strategy.

Strategy B. Enhance supervisory expectations to assist counselors with time management.

With the loss of institutional knowledge as many veteran counselors retire from the agency, USOR has developed and is providing basic to detailed supervisory skills training, specific to supervision duties within the State-Federal vocational rehabilitation program in Utah. This supervisory skills training is necessary to develop the large number of new counselors being hired to replace the experienced counselors and supervising counselors retiring. This training is being provided formally on a quarterly basis, and individually as needed, to provide orientation and instruction on supervisory expectations to ensure the agency continues to meet its goals and imposed standards and indicators. The skill development focuses on the aspects of providing oversight monitoring of caseloads in tracking, training to, and assessing performance relative to the goals of the agency.

Goal D (2). Attract, value, and retain quality staff.

Strategy A: Attract a diversified and qualified staff.

Noted above, USOR is currently undergoing significant amount of turnover. To both attract and hire quality staff, and retain that staff once hired, the following activities have been undertaken to help us ensure our capacity to maintain the degree of success achieved by the agency:

- (1) *Marketing to new employees:* Staff of the Utah State Office of Rehabilitation (USOR) as well as human resource staff have informed potential new employees of educational benefits, compensation packages and a work friendly office environment. These activities are ongoing.
- (2) *Participate in college career fairs:* District Directors have been assigned to, and have participated in local college and other career fairs to promote the opportunities of working as a vocational rehabilitation counselor. This activity is being closely coordinated with and completed in conjunction with the Outreach Coordinator of the Masters of Rehabilitation Counseling program from Utah State University.
- (3) *Increase Salaries:* USOR administrative staff have developed and implemented a recruitment and retention plan during FY 2004 that over time will raise the lower end of the

salary range for rehabilitation counselors hired into the agency. It is felt that these higher starting salaries will find USOR attracting more qualified and quality individuals to the agency.

- (4) *All staff active in recruitment:* All staff participates in recruitment of qualified staff by promoting USOR with other agencies and organizations as well as with people with disabilities.
- (5) *Market to graduate programs:* Employment opportunities are marketed through the National Clearing House of Rehabilitation Training Materials (NCRTM) at Utah State University.

Strategy B: Value a diversified and qualified staff.

The following activities have been undertaken to achieve this objective.

- (1) *Communicating to staff agency philosophy:* Agency philosophy is provided in statewide staff meetings and scheduled for open meetings that will be held with all staff and cover staff concerns, issues and philosophies. Additionally, agency philosophy is being communicated in Leadership Development activities (see 4.11e innovation and expansion activities) that have been occurring during the past year, including a review of the agency mission, values and vision. This development training is designed for full agency participation.
- (2) *Involve staff in agency policies and procedures:* Staff are provided drafts of all significant changes in policies and procedures and encouraged to provide input prior to finalization of policies and procedures.
- (3) *Provide appropriate technology, office space and working conditions:* The agency's facility specialist analyzes each office and determines the need for appropriate working conditions, including technology.
- (4) *Individualized plans for continuing education:* USOR has implemented procedures that consider educational needs of staff on an individualized basis following an identified supervisory pathway which is confirmed by the training specialist.

Strategy C: Retain a diversified and qualified staff.

The following activities have been undertaken to achieve this objective:

- (1) *Understand mission of VR:* All staff are participating in helping individuals outside the agency understand the intrinsic value of the Vocational Rehabilitation Program and the difference it makes in the lives of individuals who receive these services.

- (2) *Educate staff concerning compensation package:* During monthly statewide staff meetings compensation packages have been discussed and explained with supervisory staff who in turn have related this information to line staff.
- (3) *Increase Salaries:* USOR administrative staff continues implementation of the recruitment and retention plan started during FY 2004 that resulted in a 5.5% increase of salaries for Rehabilitation Counselors meeting successful or better performance ratings for FY 2003 performance measures. Additionally, established performance related pay incentives for counselors continue for the areas of above average production in successful closures and SSA cost reimbursement cases. For FY 2005 \$25,875 was provided to qualifying staff for production based pay incentives.
- (4) *Quality performance review process:* Administrative staff is emphasizing to supervisory staff the importance of accurate and relevant performance plans and performance evaluations. Administration, field leadership, and counseling staff together developed an improved and more accurate performance plan for use beginning in FY 2004 for rating performance of rehabilitation counselors as well as secretaries.

Goal D (3). Improve the general awareness of the availability of Vocational Rehabilitation Services.

The 2007 Comprehensive Statewide Assessment of Rehabilitation Needs indicates that there is a general lack of awareness of the existence of USOR and a lack of understanding of the Vocational Rehabilitation program. Consumers, counselors, and vendors felt that USOR needed to do more to improve the public's awareness of vocational rehabilitation.

Strategy A: Initiate a multi-media advertising campaign.

USOR will develop and initiate an advertising campaign during FY 2008 intended to increase the visibility of the agency and the services and programs, with an emphasis on vocational rehabilitation program. These advertisements will be designed to target specific consumer populations including transition students, mental illness, minorities, and assistive technology. The campaign will include television, radio, and print advertising statewide.

Strategy B: Update and improve the USOR website capability.

During FY08 USOR will launch an updated and improved website designed to provide consumers with more information and better access to services. The improved capability will make referral and application for services more user friendly to consumers who utilize the world wide web to access services. The web site will be integrated with our marketing campaign in an effort to establish a clear branding of VR services. Additionally, USOR will participate in the Utah Clicks program, enabling consumers looking for public services to be appropriately steered to VR services based on

an online screening tool, and will allow for on-line application for services.

Strategy C: Increase community outreach.

During FY08 efforts will be made to increase staff participation in the process of educating the community about VR services. Efforts will be made to deliver orientations to medical professionals, educators, mental health professionals, and other community professionals who have contact with people with disabilities on a regular basis so that they better understand USOR services and can improve referrals.

Strategy D: Improve the VR orientation process for new referrals.

The USOR has produced a DVD orientation process that was completed and implemented in our offices during fiscal year 2003. This orientation DVD was intended to replace Rehabilitation Counselor lead group orientations which had been identified as inconsistent. While the DVD provided consistency in the information presented, the 2007 Comprehensive Statewide Needs Assessment indicates that consumers are not getting questions answered following the DVD presentation. USOR plans to revise the method of orientations and staff expectations for orientations during FY 2008 to improve consumer understanding of the VR process.

Goal D (4). Increase and improve the level of service provided to students with disabilities transitioning from public education to employment.

Strategy A: Conduct a Comprehensive Assessment of VR services provided to students with disabilities transitioning from school to work in order to develop recommendations for change.

- (1) During FY 2008 USOR will conduct a comprehensive assessment of the VR program in an effort to determine needs, establish goals, and make recommendations for improvement.

Strategy B: Increase outreach to schools, parents, and consumers.

- (1) During fiscal year 2008 USOR will add three new Vocational Rehabilitation Counselors with specified responsibilities for transition. These three positions will cover both rural and urban areas of the state, and will focus on increasing VR presence in schools, meeting with parents and parent centers, and conducting outreach directly to consumers.
- (2) Part of the media advertising campaign mentioned in Goal D (3)(a) above will target parents and consumers who are students with disabilities transitioning from school to work, and will be designed to increase public understanding of VR and transition services.

Strategy C: Utilize technology to increase the amount of time VR Counselors serving

transition students spend in schools.

- (1) Were ever feasible, USOR will work to provide VR Counselors on transition caseloads with laptop computers and equipment that will allow them to spend more time working directly with students in their schools.

Goal D (5). Assure that all staff has adequate professional development, training, and supervision to successfully perform their jobs.

Recognizing that training and supervision are key to the provision of meaningful rehabilitation services, and that meaningful services lead to successful outcomes, USOR has invested a great deal of resource to provide the training needed to a newer and developing staff to ensure qualified professionals are providing meaningful and outcome oriented services to our clientele. Following are the ongoing and new initiatives outlined under this strategy that are being provided to that end:

Strategy A. Continued implementation of counselor orientation training.

- (1) The Basic Counselor Orientation Training (BCOT) process has been implemented and running for more than three years. Surveys of its benefit have shown it to be a positive activity for the agency. This orientation brings new counselor, and other counselors identified with need for it, to an operational standard of understanding of the agency and its mission, process, procedures and goals. Based on oversight observations and comments/recommendations from participants, ongoing innovation to this process continues with consistent review and revision of the structure, materials, and methodologies under which this training occurs.

Strategy B: Develop and implement a clerical orientation and training program.

- (1) This objective is being accomplished through the establishment of a quarterly training process developed specifically for support staff. Initial training has been completed on basics of the vocational rehabilitation program, customer service, and dealing with difficult clients. Additional training is scheduled for fiscal issues, policy and procedures, as well as other appropriate training materials that are identified.

Strategy C: Development of supervisory and management skills.

- (1) This objective is being met through offering level 1 Certified Public Managers (CPM) supervisor training to interested identified potential supervisors. Current supervisors are required to attend levels 1, 2 and 3 of the CPM training program. Assessment of ongoing supervision skills in accordance with expectations are being evaluated through the case service administration. In addition to CPM, agency specific supervisory training is

developed and being provided on a quarterly basis.

Strategy D: Maintain a visionary organization through leadership development.

- (1) This objective is being accomplished through the education of staff on leadership development, practices through several processes. Each year 3-4 USOR staff members participate in the Region X Emerging Leadership Training program offered through Western Washington University. In addition, staff members also participate in the GWU/SDSU Executive Forum on Leadership in Rehabilitation. Intra-agency leadership development is provided on a monthly basis through the agency's Statewide Administration Meeting, with the structure of that training such that all levels of the agency participate in and benefit from the objectives of that training.

Strategy E: Establishment of DRS Horizons Task Force

- (1) During fiscal year 2008 USOR will establish the Division of Rehabilitation Services Horizons Task Force designed to provide a selected group of VR Counselors the opportunity to gain management and leadership skills by chartering the group to review, design, and implement a USOR Supervisory Training Program that will be specific to the needs of agency supervisory staff.

Assistive Technology

The USOR operates the Utah Center for Assistive Technology (UCAT) for provision of expertise on and assistance with acquisition of Assistive Technology for people with disabilities statewide. Strategies to improve the knowledge and availability of AT services to vocational rehabilitation clients include:

1. Orientation and training on the UCAT services available by staff of the center in each VR district office statewide.
2. Participation of UCAT staff in administrative and district meetings on a regular basis
3. AT specialists (8) available statewide for provision of AT assessment and acquisition.
4. Annual statewide training on AT to include information and demonstrations of new innovations in AT for VR clients.
5. The successful effort of USOR in obtaining a state funded building block of \$500,000 specifically for AT for Utahans with disabilities.

Services to Minorities and Other Underserved Populations

Provision of services to minorities occurs throughout the state of Utah. Outreach to minority populations is conducted by counselors on a regular basis. Concerted efforts have been made to address the larger minority populations of Latinos and Pacific Islanders in Utah. Utah is also a

recipient of an RSA Migrant Seasonal Farm Worker (MSFW) grant, and has 5 staff funded under that grant to do outreach to this population. Additionally, USOR partners with the Department of Workforce Services in providing, during the past year, refugees that reside in Utah, including refugees relocated here from Texas and Louisiana as a result of the hurricanes that impacted those areas.

Attachment 4.11(e) Evaluation and Report of Progress

Evaluation of the achievement of goals and priorities indicates that, as an agency, USOR is successful in providing meaningful services and achieving successful outcomes in line with the standards and indicators. As a result of USOR VR services 3,186 eligible individuals with disabilities were successfully employed in Utah during FY06 (3,120 in Title I, 66 in Title VI[b]). This represents an increase of 77 closures over the previous fiscal year. The reported earnings of these 3,186 individuals at closure of \$1,187,913, compared to before rehabilitation of \$226,864. The average salary of these individuals was over \$10 per hour. 3,186 successful closures means that the average number of individuals placed in jobs per counselor was 28. The average cost per closure (3,186 divided by the total dollars spent) was \$7,895. 289 public assistance recipients were successfully employed. 4458 SSDI recipients were successfully employed. It is estimated that \$12,354,295 in annual taxes were paid by these individuals after VR services were provided. Measures of Significantly Disabled (SD) and Most Significantly Disabled (MSD), Competitive Employment Outcomes, and Self Support were above minimum standards and in excess of identified goals. In addition, the following chart shows USOR performance compared to standard and indicator measures:

RSA PERFORMANCE INDICATOR	USOR PERFORMANCE FY 2006	USOR GOALS / RSA STANDARDS
1.1 Change in Employment Outcomes	3186	2915
1.2 Percent of Employment Outcomes	58%	55.8%
1.3 Competitive Employment Outcomes	99.5%	72.6%
1.4 Significance of Disability	95%	65%
1.5 Earnings Ratio	.72	.52
1.6 Self Support	77%	53%